

Methodological tool:

Handling International Mail

Number of methodological Tool	EUPANEXT_LO_003_M_002
Work Area Code and Title	1 Office Procedures
Unit Code and Title	2.1 Handle the Mail
Learning Outcome Number and Title	LO003: Demonstrate ability to collect, arrange and dispatch outgoing mail accurately.
Objective of the methodological tool	After the completion of this exercise, learners should be able to: <ol style="list-style-type: none"> 1. Identify the best methods for dispatching national and international mail 2. Agree a cost for dispatching mail items 3. Arrange services for collecting outgoing mail
Individual or group exercise	<input type="checkbox"/> Individual <input checked="" type="checkbox"/> Group
Type of methodological tool	<input type="checkbox"/> Written exercise <input type="checkbox"/> Video analysis <input checked="" type="checkbox"/> Simulation <input type="checkbox"/> Multiple choice <input type="checkbox"/> Group exercise with cards <input type="checkbox"/> Exercise using ICT <input type="checkbox"/> Role play <input type="checkbox"/> Group discussion <input type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	Participants are given 5 examples of outgoing mail (sealed envelopes or packages with pre - written addresses): <ol style="list-style-type: none"> 1. Letter - addressed to the USA, which needs to be delivered within a week 2. Package (large envelope containing 120 sheets of paper) - needs to be delivered to Germany, within 3 weeks, and contains extremely important documents 3. Letter – addressed nationally, needs to be delivered on the same day 4. Package - approximately 4 kg, needs to be sent to China within 2 weeks (measurements 30*50*50 cm) 5. Letter – national, no special importance and priority

	<p>Participants have to figure out the best method to dispatch the mail items (time, cost efficiency, insurance, reliability)</p> <ul style="list-style-type: none"> - Participants need to have an internet connection and a telephone at their disposal - They will have to search, inquire for, and find out real information and decide, based on the information found, on the best method to be used to send the mail - Discussion follows
Exercise is accompanied by	<p>1. Participants must be provided with pre - prepared boxes and envelopes (the number of sheets, the size and the weight in kilograms have to be identified and given to participants. This is important because, for the price to be calculated, the exact weight and size of the package must be measured). Addresses can be real, but recipients fictional.</p>
Exercise solution	<p>Varies in different countries – trainer has to check for the information on national post services and courier companies operating in the country (city) to prepare the correct answers.</p>
Other comments to the trainer	-
Approximate Time needed for the completion of this exercise	